

FRISCO PUBLIC LIBRARY

ANNUAL REPORT 2010



FRISCO PUBLIC LIBRARY

2010 ANNUAL REPORT

INTRODUCTION

The mission of the Frisco Public library is to inspire intellect, curiosity, and imagination. The library seeks to meet the needs of the citizens of Frisco through its 5 divisions: Adult Services, Youth Services, Circulation Services, Systems Services, and Material Services. Each of these divisions strives to make sure that library users receive “what they need, when they need it, and in the format that meets their need.” This is a tall order and the library staff pride themselves in outstanding service; this year’s numbers tell the story of the library’s success. Nearly seventy-five percent of Frisco residents have active library cards, the library’s collection of just over 160,000 items circulated nearly 1.2 million times in fiscal year 2010, children’s story times and summer reading programs typically “sold out” meaning that every available seat was taken, monthly adult computer and resume classes fill-up, the library’s study rooms and public program room (the McCallum Room) were typically booked to capacity, and the library’s newest service, eBook downloadables increased in usage by 160%.

The Frisco Public Library enjoys the support of the citizens of Frisco, the City Council and Mayor, city management, the Library Foundation Board, and the Friends of the Frisco Public Library. With the support of this dynamic team the library has become nationally recognized for its quality services. For the first time the Frisco Public Library has been placed in the top quartile of libraries nationwide. The library has also been once again recognized as a Library of Excellence in the State of Texas. We look back on 2010 with pride at what has been accomplished. This report reviews many of the library’s successes and activities of fiscal year 2010.

YEAR IN REVIEW

HAPLR rating—For the first time ever Frisco Public Library achieved high scores in 15 categories to place in the top quartile among libraries nationwide in the 2010 edition of Hennen’s American Public Library Ratings (HAPLR). The 2010 index rated, scored and ranked 7,930 public libraries on the basis of 15 specific measures, including data on circulation, number of visits, reference services, and size of collections. Only one of Frisco’s neighboring benchmark libraries was also in the top quartile.

RFID Conversion—The Library upgraded to a new and more efficient RFID system. The Library was closed to the public for 10 days, while all staff members worked various shifts from 7 a.m. to 9 p.m. to disable the old RFID tags, and apply, encode, and activate the new ISO standard tags on the majority of the Library holdings. New, improved security gates were installed at Library entrances.

When the Library reopened it offered customers self-check stations on all three floors with the option of selecting printed and/or e-mailed receipts. When problems with security occur, the new system alerts staff and indicates the specific items that breach security. With the use of handheld devices, staff members are able to go directly to the patron to assess and correct the security status of the

items in question. The new system also features “request help” options at customer stations, which alert staff to immediately assist patrons.

Also while the Library was closed, its collection of more than 160,000 items was inventoried and facility maintenance work and painting was completed.

All-Time Circulation Records—June circulation set an all-time monthly record of 140,295 items, an increase of 6.1 percent over June 2009, our previous highest month ever.

On July 6, the Library set its all-time record for most checkouts in one day – 8,621, a 13 percent increase over the previous record of 7,630 items.

Increased digital collection and circulation—With grant funds from the Department of Energy, the Library purchased more than 2,180 downloadables in early 2010. This print alternative is expected to generate a savings of nearly \$200,000 in energy and materials, as well as stay abreast of the increasing popularity of downloadable materials with our customers. More than 20,000 digital items were checked out in FY 2009-10, an increase of more than 160 percent over the previous fiscal year.

Public Computers Software Upgrade—All public Internet-access computers were upgraded to Windows 7 in October 2009.

Grzimek's Animal Life—Gale’s Grzimek’s Animal Life, an image-rich, interactive science resource covering more than 4,000 species, was added to our website Research Resources and Homework Help in January 2010.

New computer classes were added to the 2010 schedule of computer classes to address the needs of the community: Computers/Advanced Skills and Creating a Resume in Word. January 2010.

Expanded Story time Schedule—To increase convenience for parents, Toddler Story time and Preschool Story time offerings were expanded from twice a week to three days each week. January 2010.

Martin Luther King Exhibit—Youth Services offered an interactive, hands-on multimedia program celebrating the life of Martin Luther King, Jr. The program included video, audio, crafts, timelines, photos, and other information about civil rights advances of the 1960s. Total participants: 134. January 2010.

New Online Encyclopedias—Frisco Public Library enhanced its online Research Resources/Homework Help with the addition more than a dozen encyclopedic resources in history, culture, and science. February 2010.

Texas Historical Newspapers—A new online database was added to the Library’s collection, offering 50 searchable Texas newspapers covering more than 100 years of Texas history. February 2010.

Credit and Debit Card Options—The option to pay with credit or debit cards was made available for all financial transactions in the Library. February 2010.

Income Tax Forms Assistance—Sessions offered cosponsored by the Library and the American Association of Retired Persons (AARP) to offer assistance with tax forms were expanded to two days a week from February through April 2010. In addition, sessions for Spanish speakers were offered. The twice-weekly sessions hosted at the Library drew 396 participants, each of whom received individual income tax filing assistance.

Travel Kits—Frisco Library began offering Travel Kits for check-out in March 2010. Each kit includes family-friendly books (fiction and nonfiction), videos, a directory of useful websites, and a list of additional suggested books and videos available at the Library. The initial collection consisted of 11 kits, and four more were added in the following months. Additional kits are added to this popular collection on an ongoing basis.

Intercom System—An intercom system was installed at the Library's drive-through window to increase ease of drive-through transactions. April 2010.

America's Newspapers—The Library also added a database of electronic editions of local, regional, and national U.S. newspapers covering up to three decades of publications in an easy-to-search format. June 2010.

Vending Machines and Book Nook—Three new vending machines offering drinks and snacks were installed in a public seating area of the Library. At the same time, the Friends of the Library "Book Nook" sale shelves were moved to the same area. August 2010.

New "Way-Finding" Signage was created on Library walls and pillars. August 2010.

Virtual Client Computers—With a grant from the United States Department of Energy, all 92 public computers in the Library were migrated to a zero client platform, reducing both energy consumption and noise level by approximately 70 percent. The elimination of endpoint processor architecture makes the new computer stations less cumbersome for our customers. A hub of USB ports at each station also enhances usability. August 2010.

Additional Book Club—In September 2010, a new adult book club, focusing on paranormal literature, began monthly meetings at the Library.

The comprehensive Library Service Policy was reviewed and updated during Fiscal Year 2009-10, and is on the Library's website at http://www.friscolibrary.com/about/mission_servicepolicy.htm. The Appendices to the Service Policy were reviewed, updated, and posted on the Library's website in Fiscal Year 2009-10.

The following policies or procedures were revised in Fiscal Year 2009-10—Library Dress Code Policy, finalized October 2009; Missing Items Procedure, updated February 2010; Test Proctoring Policy (on Library website), updated August 2010; Periodicals Weeding Schedule, updated August 2010.

STATISTICAL SUMMARY

	<u>2008-09 Fiscal Year</u>	<u>2009-10 Fiscal Year</u>
Library visits	561,824	571,014
Website visits	296,919	310,194
Circulation	1,119,342	1,175,383
Reference transactions	121,333	121,499
Public PC sessions	92,649	102,147
Total program attendance*	78,653	62,190
New patrons	14,460	13,819
Citizen interaction with the Library	2,285,180	2,356,246

*09-10 program attendance reflects a reduction in attendance of 18,700 due to a change in Summer Reading Program promotions on FISD campuses. In 08-09 these on campus programs had 18,700 students in attendance. In 2010 the library produced a Summer Reading Program promotional video that went to all FISD campuses instead of sending librarians to conduct promotional programs.

LIBRARY PROGRAMMING

Library Tours—are offered to individuals and groups. Both Youth and Adult Services offer customized tours, according to the desires and interests of the participants. Total number of tours for adults and children: 80

Anime Club— is offered eight times per year and provides teens with the opportunity to participate in activities and cultural interaction. Average participation: 30

Presidents' Day Exhibit—February 2010. Youth Services presented a multi-media, hands-on exhibit on the Presidents for children and adults: Adult Services offered book and media displays, interactive programs, and three presidential trivia contests.

Blockheads LEGO Club—February, March, April, 2010. A new LEGO program was launched for children in third through fifth grades to explore nonfiction topics and build on chosen themes. The program was filled to capacity each of these months.

Everyone Counts Puppet Show—March 2010. Librarians delivered eight Census themed puppet shows in collaboration with the Census Bureau at the Frisco Heritage Museum during Spring Break. Total participants: 229

Gardening in Collin County: Tips and Techniques—March 2010. Master Gardener presenters offered gardening tips and techniques especially suited to North Texas climate and soil.

Power Up Your Resume—April 30. An experienced employment services manager provided resume-creating techniques to capture prospective employer's attention in an increasingly competitive market.

Every Child Ready to Read Initiative—Story times at Frisco Public Library are based on the American Library Association's Every Child Ready to Read Initiative.

Babies and Books Program—A multi-sensory learning experience for newborns to 17 months old. Four duplicate sessions are offered each week, with attendance regularly at the capacity of 23 babies each session, in addition to parents and siblings.

Read to Rover—A monthly program providing elementary-age children the opportunity to read aloud in an encouraging environment with one of six Heart of Texas therapy dogs.

Toddler Story Times—For children 18 months to three years old, with nine programs offered each week.

Preschool Story Time—For children three years old and up, with six programs offered each week.

Bedtime Stories—A weekly evening story time for the entire family.

Family Story Time—A weekly Saturday program for the whole family, with stories, songs, and rhymes.

WOW! It's Wednesday—After-school programming for kids in kindergarten through second grade.

Teen Anime Club—A monthly gathering of sixth- through twelfth-graders who explore anime, manga and Japanese culture.

Frisco Action and Advisory Board (FAAB)— This program provides opportunities for civic involvement by recruiting teens to volunteer at the Library and to participate in community projects. FAAB members contributed 4,444 hours of service this fiscal year.

Computer Literacy—The Library offers a free Introduction to Computers class each month, as well as two other monthly programs on various computer functions and programs. Classes are limited to 20 participants.

Readers' Choice Book Club—a monthly evening book discussion covering a variety of literary genres.

Undead and Unread Book Club — A new monthly evening book discussion started in September 2010 and focuses on paranormal literature.

Classic Readers Book Club —meets monthly at the Frisco Senior Center for discussions of a variety of literary genres.

Summer Reading Program for Children—was a nine week program that was well received by the community as evident by high participation. The number of children participating increased 11 percent over 2009 and the number of logs returned for prizes, increased 20 percent over the previous year. Programs were delivered four times each day with an average attendance of more than 200 in each. The total attendance for all summer programs was 17,287, a seven percent increase over last summer. Fourteen community sponsors supported the summer reading program by providing prizes for completed reading logs. They were Chick-Fil-A, Adventure Kids Playcare, Gatti Town, Barnes and Noble, Texas

Tornado Hockey, Frisco Fire Safety Town, Frisco Heritage Museum, Premier Martial Arts, Strikz, Papa Murphy's, Sci-Tech Discovery Center and Sonic Drive-In.

Summer Reading Program for Teens—The teen program, for youth in sixth through twelfth grades, had a 32 percent increase in participation with 477 completing the minimum number of books required for prizes, a 35 percent increase over last year. Teen-only programs were offered for six weeks every Thursday throughout the summer. Six community sponsors provided reading prizes for those turning in logs. They were Chick-Fil-A, Papa Murphy's, Martial Arts USA, Del's Lemonade, Love Peace and Popcorn and La Hacienda Ranch Restaurant.

Summer Reading Program for Adults—The *Read Across Texas* program for adults drew 729 participants this year, who turned in reading logs with at least four books recorded. This is an increase in number of participants of more than 90 percent over last year. For every four books read, participants received a ticket to enter in the Grand Prize drawings (up to three tickets). A total of 1,421 tickets were distributed, representing 5,681 books read, a 61 percent increase over summer 2009. The program culminated with the Texas Authors Tea in August. Fourteen authors from the Dallas-Ft. Worth area were present to share, sell, and sign their books. More than 700 people had the opportunity to visit with the authors and Library staff during the event.

FRISCO HERITAGE MUSEUM

The Frisco Heritage Museum is operated and staffed by the Frisco Public Library. The museum is open to the public five days a week for guided and self-guided tours through displays of many phases and aspects of Frisco's heritage. It is approved by the Frisco Independent School District as an annual third-grade field trip and is a favorite destination for homeschooled students, private schools, Boy Scout and Girl Scout groups, as well as various adult civic and social associations. During FY 2009-10, the museum had 9,932 visitors and provided 77 guided tours for school and community groups.

On November 15, 2009 and April 24, 2010, the Frisco Heritage Museum produced Shawnee Cowboy Day, a reenactment of life on the Shawnee Trail. Stagecoach rides, live-action skits and storytelling gave visitors a taste of life along this cattle drive trail in the mid-1800s.

LONE STAR STORYTELLING FESTIVAL

The Lone Star Storytelling Festival, sponsored by the Frisco Public Library Foundation, is the Library's major community family event. In addition to providing entertainment for the entire family, it is an educational activity supported by the Frisco Independent School District (FISD) that provides an introduction to the art of storytelling. One entire day of the three-day festival is dedicated to field-trip visits from every fourth-grade class in the Frisco ISD. The Library plans to expand this educational opportunity and invite additional school districts to attend next year. The Festival is also an opportunity for youth to develop storytelling skills, with training and auditions in the summer months preceding the Festival in October.

ONGOING LITERACY AND EDUCATION SUPPORT

Live Homework Help—This one-to-one online tutoring service available on the Library’s website connects fourth- through twelfth-graders to qualified tutors. Homework help is available in English and Spanish, seven days a week, between 1 p.m. and 12 a.m. In the 2008-09 fiscal year, the service logged 2,495 sessions with users.

Dear Reader Online Book Club—Each weekday, the Library e-mails subscribers a portion of a book that takes about five minutes to read. This amounts to two or three chapters from a book during the week. Every week new books from eleven different genres/categories are offered. Total participants: 562

Story Time-in-a-Box—Youth Services offers story time kits for check-out, in English, Spanish, and Spanish/English-bilingual versions. Each kit contains several books surrounding a central theme, and also features one or more of the following: a flannel board story, a puppet or plush animal, a finger play, a music CD, and a puzzle.

General Education Development (GED) Support Materials—Frisco Public Library provides study guides for the GED test in print and DVD formats, *en español*, and in the Testing & Education Reference Center database, available through the Library website

Library Website—The Frisco Public Library website is a source of literary support for youth and adults, with numerous helpful links. Resources for adults include Novelist, book reviews and best-seller lists, Book News, and LibraryThing.

English as a Second Language (ESL) Resources—The Library’s ESL Collection includes print, audio books, music CDs, and DVDs and is located next to the Library’s Adult Spanish Collection. Fifty four new titles were added to the ESL collection in Fiscal Year 2009-2010. A continually updated resource list of ESL support throughout a three-county area is available at each “Ask Us” desk in the Library and online through the Library network.

Spanish Collection—Spanish materials are available in print, audio books, video DVDs, music CDs and periodicals in both Youth and Adult Services.

Large-Print Materials—The Library holds 2,584 large-print titles in fiction and nonfiction.

Opening Doors to Early Literacy Workshops—Frisco Public Library hosted a workshop series focusing on developmental and age-appropriate communications and materials for the very young. Continuing Education credit was offered. Each of the 4 programs had the maximum number of participants attend.

- *Ready to Read*—This program focused on early reading skills, brain development, and integrating reading skills into daily routines.
- *Language Play for Infants*—This workshop demonstrated activities for infants to lay the foundation for early literacy success.
- *The Young and the Restless*—Participants learned ways to introduce new concepts to children and how to select developmentally appropriate books.

- ***Making Story Time Memorable***—May 2010. The workshop focused on a variety of ways to create engaging story times that develop early literacy skills for two- to four-year-olds.

Children’s Book Week—April 2010. The Library marked this week with a bookmark contest, poetry contest, raffle prizes, and story times for all ages. Children ages two through twelve submitted artwork in the design-a-bookmark contest in three age categories: Preschool, Elementary, and Middle School. The three winning bookmarks were reproduced in color and distributed throughout the year by the Library.

Poetry Contest—March 2010. During Children’s Book Week, the Library sponsored a Poetry Contest for Frisco elementary school children. The contest culminated with the winners’ reception, where the children recited their award-winning poems. Total entries: 556

Homeschool Support—Frisco Public Library distributes a monthly electronic newsletter to 175 homeschooling families. In addition, during the fourth week of each month a program for kindergartners through second-graders, WOW! It’s Wednesday, is extended to homeschool families. Homeschooling families also participate in Toddler and Preschool Story Times, Teen Anime Club, and serving in the Teen Volunteer programs.

Newsletters—The Library publishes two monthly electronic newsletters:

- **Adult Services**—*The Next Chapter* is distributed to over 150 recipients, including city management, Friends of the Library, and patrons who have requested the newsletter through website registration.
- **Youth Services**—Children and parents are able to sign up for a monthly newsletter with book reviews and other information through the Library website. *The Connection*, a homeschooling newsletter, is distributed to 162 area homeschooling families, representing 275 children.
- **Website**—Adults, Teens and Children’s areas of the website provide opportunities for patrons to receive electronic newsletters containing reading recommendations.

LIBRARY PARTNERSHIPS

Denton County Library Administrative Board (DCLAB)—Frisco Public Library participates to provide information to Denton County commissioners on library services provided to their constituency to encourage continuing and increasing funding from Denton County.

Traveling Puppet Shows—Ten puppet shows, locally written, recorded, and produced by the Youth Services staff in collaboration with the City of Frisco Communications Department, are available for use by any library in Texas.

Collaboration with Frisco Public Schools—Frisco Public Library has a strong relationship with Frisco Independent School District (FISD), especially in conjunction with the Storytelling Festival and summer reading programs. Several Youth Services staff members visit Frisco elementary schools in the spring to encourage aspiring storytellers to audition for the Storytelling Festival. The student storytelling component of the festival is significant, requiring a four-month training program run by Youth Services staff librarians.

Youth Services maintains website links to FISD middle schools and high school websites.

The Frisco Heritage Museum, directed and operated by the Library staff, is approved by the Frisco Independent School District as an annual third-grade field trip site. From October 2009 through September 2010, a total of 57 school tours (both public and private) were hosted at the museum, totaling 3,666 students/teachers in all grades.

The Frisco Public Library is an FISD-approved site for Continuing Education Units for educators.

Collaboration with Centennial Medical Center and Frisco ISD—Books for Babies provides the parents of every newborn at Centennial Hospital a canvas bag that includes a board book, a list of suggested books for very young children, tips on pre-emergent literacy, and an invitation to join the Frisco Public Library.

Collaboration with Baylor Medical Center—The Library promoted and hosted a free, day-long health fair in February 2010.

Collaboration with Local Businesses—The Frisco Public Library works with many local businesses, who support various Library programs and fund-raising activities. Numerous local businesses support the Lone Star Storytelling Festival and Summer Reading Program.

Collaboration with Frisco Square—The Library is located in the master-planned, multi-use development in downtown Frisco, site of area-wide, family-friendly events and festivals throughout the year. The Library participates in and assists in promoting these community events.

Collaboration with the University of North Texas and Texas Woman's University—as an approved practicum site for Library and Information Science students

Collaboration with Colleges and Universities—to provide student internships.

Collaboration with Colleges, Universities, Technical Schools, Continuing Education Programs, and Other Learning Programs—to provide test proctoring services.

Collaboration with Frisco Humanities for the Arts—to exhibit their annual T-shirt design contest in the Youth Services area.

Collaboration with Frisco Senior Center—to provide onsite monthly book discussion.

Collaboration with Friends of the Library—The ongoing book sales in the Library provide supplemental funds for Library projects. The Friends also sell book bags and collectible Frisco Christmas ornaments. In November 2009, the Friends sponsored a major fundraiser, *Meet and Mingle with Sandra Brown*. The New York Times bestselling author drew a capacity crowd for her presentation and preceding reception.

Collaboration with Frisco Library Foundation—The Lone Star Storytelling Festival is the major fundraising event for the Library sponsored by the Foundation. The entire Library staff participates in the marketing, implementation, and staffing of this event, contributing hundreds of hours of staff time.

Teen Volunteer Program—During the busy Summer Reading Program months, 125 teens volunteered at the Library helping with ticket distributions, express checkout, crowd control, and circulation duties. Additional teen volunteer efforts throughout the year added up to a total of 4,444 hours for the past fiscal year.

The Youth Services Department hosts several activities to encourage the VolunTEENS, including mandatory orientation, advisory meetings to discuss upcoming VolunTEEN opportunities, and monthly service drives and projects to allow VolunTEENS to serve their community as a group.

Adult Volunteer Program—Adult Services enjoyed the assistance of more than 100 volunteers throughout the year, serving in a variety of capacities to provide a total of 807 hours of service.

Frisco Heritage Museum Volunteers—Volunteers worked at the Frisco Heritage Museum in a variety of capacities during FY 2009–10, providing a total of 1,214 hours of volunteer service.

RFID Retagging Project—While the Library was closed for the RFID conversion project 35 volunteers assisted with project tasks, for a total of 314 hours.

LIBRARY SPONSORED STAFF TRAINING

23 Things—All Library employees were required to participate in 23 Things training to expand their knowledge of the Web and Internet 2.0. Certification.

Staff-Wide, Day-Long Training Seminars are held twice yearly. The Library closes to the public on the seminar days to enable all staff members, full- and part-time, to attend. Specialists in targeted areas of professional development lead the workshop sessions.

Monthly All-Staff Meetings focus on specific areas of training, such as instruction on new procedures, new databases, or review of best practices in specific areas of library operations.

Lifelong Education at Desktop (LEAD) Online Courses, created by the University of North Texas College of Information, are available through the Texas State Library free of charge to all Library staff.

Super Users Group—Selected staff members, representing all areas of the Library, receive special training in handling basic computer systems troubleshooting and installation. These individuals are the first contact to assist other staff members with computer hardware and software issues.

Sexual Harassment/Diversity/Ethics information and regulations training is provided by the City of Frisco and mandatory for all staff.

CPR Certification—All Library staff members, full and part-time, participated in CPR certification classes offered by the City of Frisco Fire Department in the past fiscal year.

Librarianship 101—The Frisco Public Library 121-page staff manual, plus appendices, covers the Library’s philosophy and mission, policies, work procedures, processes, and professional development. The manual was updated in the spring of 2010 with new and changed procedures, quick-reference websites, and reformatting for easier use.

Youth Services leads discussions on youth literature, featuring a different genre each month, open to all staff to sharpen reader’s advisory skills.

Online Reference Desk Training Modules, created by Library staff members, launched in January 2010, are available to all-staff for self-paced training.

Summer Reading Program—All staff members were invited to participate in the Adult Summer Reading program. Although they were not eligible for the grand prize drawings, 29 staff members participated in the program, from all departments of the Library.

PROFESSIONAL DEVELOPMENT CONFERENCES AND PROGRAMS

City of Frisco Leadership Academy—Staff participants: 1

City of Frisco Supervisor Academy—Staff participants: 1

Leadership Training: *Walk the Talk*—Staff participants: 7

University of North Texas Graduate Seminar: *Economics of Information*—Staff participants: 1

Collin County Community College Continuing Education: *Genealogy/Getting Started*—Staff participants: 1

ALA webinar: *TechTrends: ALA Midwinter 2010*—Staff participants: 1

ALA Techsource webinar: *Organization 2.0 in Libraries*—Staff participants: 1

Texas State Library teleconference: *Cataloging: Where Are We Now? Where Are We Going?*—Staff participants: 1

Resource Description & Access webinar—Staff participants: 3

Interlibrary Loan System Training Seminar—Staff participants: 3

North Texas Regional Library System (NTRLs) Certified Library Computer Technologist Program—Staff participants: 1

NTRLs TechNet conference—Staff participants: 3

North Texas Conference for Library Program Planners & Presenters—Staff participants: 2

Northeast Texas Library System (NETLS) seminar: *Book Clubs: A Give and Get*—Staff participants: 1

NETLS seminar: *Selecting the Right Stuff* (8/10)—Staff participants: 1

NETLS workshop: *Literacy for the Very, Very Youngest*—Staff participants: 12

Dallas/Fort Worth Area Tourism Council Certified Tourism Ambassador training—Staff participants: 2

Lifelong Education at Desktop (LEAD) Online Course: *Influence: Even When You Don’t Have Power or Authority*—Staff participants: 1

LEAD Online Course: *Meetings for Results*—Staff participants: 1

LEAD Online Course: *Technical Services: What They Do, Why They Do It, How It’s Changing*—Staff participants: 1

LEAD Online Course: *Providing Excellent Customer Service in a Multicultural Environment*—Staff participants: 1

Texas Association of Museums annual meeting—Staff participants: 2

Texas Association of Museums, Texas Historical Commission, and Institute of Museum and Library Services workshop: *Exhibit Development & Design*—Staff participants: 1

Texas Association of Museums, Texas Historical Commission, and Institute of Museum and Library Services workshop: *Collection Policies & Documenting Museum Collections*—Staff participants: 1
 Texas Association of Museums and Texas Historical Commission workshop: *Strategic Planning for Small Museums*—Staff participants: 1
 Texas Association of Museums and Texas Historical Commission Master Planner certification—Staff participants: 1
 Museum Library Partnerships webinar—Staff participants: 1
 Reference and TexShare Databases webinar—Staff participants: 1
Organization 2.0: Building a Participatory Library webinar—Staff participants: 2
 Texas State Library and Archives Commission (TSLAC) Grant Workshop—Staff participants: 1
 Museum Library Partnerships webinar—Staff participants: 1
 SirsiDynix APR training—Staff participants: 1
 Texas Library Association Annual Conference—Staff participants: 3
 OverDrive training program: *Browse, Check Out, Download*—Staff participants: 13
 OverDrive training program: *Patron Assistance*—Staff participants: 8
 OverDrive training program: *Real-Time Reports*—Staff participants: 2
 OverDrive training program: *Collection Checklist*—Staff participants: 2
 TSLAC webinar: *Leading Edge Librarianship*—Staff participants: 1
 TSLAC webinar: *More of Google's Hidden Libraries*—Staff participants: 1
 TSLAC webinar: *Graphic Novels: Gateway for Reluctant Readers*—Staff participants: 1
 Library and Information Technology Association webinar: *Creating Library Web Services: Mashups & APIs*—Staff participants: 1
 Booklist webinar: *Crime Fiction Past and Present*—Staff participants: 1
 Booklist webinar: *Trends in Teen Literature*—Staff participants: 2
 Booklist webinar: *Power to the User*—Staff participants: 1
 EBSCO's NetLibrary Advisory Reference and TexShare Database Workshop—Staff participants: 1
 Microsoft Communicator tutorial— Staff participants: 1
 Microsoft Excel online tutorial— Staff participants: 1
 Microsoft Excel self-paced study program— Staff participants: 1
 Young Adult Roundtable— Staff participants: 1

PROFESSIONAL MEMBERSHIPS

Staff members are members and active participants in a range of professional organizations, providing access to resources, conferences, and networking opportunities.

Texas Municipal Library Directors Association
 Public Library Administrators of North Texas
 American Library Association
 Public Library Association
 American Association of Museums
 American Association for State and Local History
 Texas Library Association
 Texas Association of Museums
 North East Texas Library System
 North Texas Regional Library System
 Special Libraries Association

Frisco Genealogical Society Liaison

Texas Historical Commission Texas Heritage Trails Program

REFORMA (National Association to Promote Library & Information Services to Latinos
and the Spanish Speaking)

D/FW SirsiDynix User Group